Mohamed Abdi

Toronto, Ontario.

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Middleware SME, with over 10 years' experience in web systems design and implementation in the financial, telecommunications, retail and service sectors.

TECHNICAL SKILLS

OS: AIX, RedHat Linux, Suse Linux, Windows Server
Middleware: WebSphere Application Server (versions 6.1, 7, 8, 9), WebSphere Portal (versions 6.0, 6.1), Lotus Domino, WebSphere ASTK, LDAP (ITDS versions 6.1, 6.2), IRES, IBM HTTP Server, Apache, Network Dispatcher, VMware, TSM (limited), DB2 (limited), WebSphere ESB, WebSphere MQ, WebSphere eXtereme Scale, InfoSphere, DataPower SOA Appliance, ITCAM, GIT, Nginx, Gunicorn
Data base: Oracle, DB2, MySQL, PostgreSQL
Networking: Cisco CSS/GSS, F5, TCP/IP, FTP, SFTP, LDAP, HTTP, HTTPS, SSL, SSH, TELNET, DHCP, DNS, Firewall, Load Balancers
Languages: shell scripting, java, jacl, jython, sql, xml, soap, wsdl, python, dango

EDUCATION & CERTIFICATIONS

Bachelors Degree: Computer Science June 2004
York University
Toronto, Ontario
IBM certified specialist: eServer p5 and pSeries administration and support for AIX
IBM Certified Administrator – WebSphere Application Server, Network Deployment V6.1
IBM Certified Administrator – WebSphere Application Server, Network Deployment V8.0

PROFESSIONAL EXPERIENCE

Middleware Systems Engineer February 2015 – now
Royal Bank Corporation
Toronto, Ontario
- Deployed a new image-based cheque processing system and integrated the new system with all the existing lines of business.
- Architected and implemented multiple environments to support the different stages of the SDLC
- Designed fault tolerant middleware solutions by configuring clustering and fail over on web, application and ESB tiers.
- Secured the infrastructure, middleware components and the communication protocols
- Deployed the system to over 500 branches nationwide
- Automated the deployment.

Middleware Integration Specialist February 2013 – February 2015
TD Bank
Mississauga, Ontario
- Worked on TD Bank Middleware platform for MBNA intergration for over 100 applications
- Architected and implemented multiple environments to support the different stages of the SDLC
- Designed fault tolerant middleware solutions by configuring clustering and fail over on web, application and ESB tiers.
- Documented middleware and application install and configuration, and coordinated presentations to support teams as part of the steady state support handover.
- Worked with middlware vendors (IBM, Oracle, RedHat) and application vendors to address client issues

- Worked with security auditors and penetration testers to address vulnerabilities and/or violations in systems and applications
- Worked with network teams to implement load balancing and fail-over on F5 or Cisco CSS/GSS
- Worked with project managers to coordinate project deliverables in a timely manner

Middleware Infrastructure Specialist   **February 2012 – February 2013**
Royal Bank Corporation
Toronto, Ontario
- Gathered and analyzed new project requirements
- Installed and configured WebSphere Application Server ND versions 7 and 8 on all different environments in the SDLC
- Scripted some of the most common build and application deployment tasks within the department
- Coordinated and scheduled middleware upgrades
- Troubleshoot middleware and environmental issues and took appropriate action
- Analysed performance of JEE applications
- Provided operations with documentations of support procedures
- Took part in vendor Proof Of Technology to evaluate different vendor products and provided technical evaluations to senior management.

Middleware Consultant   **January 2010 – February 2012**
TD Bank
Mississauga, Ontario
As a senior Middleware SME, I worked on projects that touched the banks critical customer facing applications like easy web, webbroker and business banking. Projects included; capacity upgrade, intergration, adding new functionality to an existing application and introducing new enterprise applications. Implemented middleware solutions throughout all the stages of the SDLC from DEV to PROD.
- Worked with Architects to design a middleware solution.
- Liaised with OS, DB, and network teams on configuring the OS, DB and network.
- Built all the necessary middleware components (WebSphere ND, IHS, Plugins, WebSphere ESB) for all the different environments and stages of the SDLC.
- Created and configured containers (Clusters and JVMs), IHS
- Configured the resources required for enterprise application; JDBC, JMS, SI Bus, resource adapters, replication domains etc.
- Configured WebSphere MQ, ESB and Data Power connectivity.
- Managed environment and application security using environment and application ACLs, security domains, and creating keystores and/or truststores for inbound and outbound connections.
- Participated in performance testing and tuning of middleware environments to meet the project's SLA.
- Coordinated and scheduled upgrades of middleware components
- Provided long and short term capacity planning
- Provided support documentations to the support teams
- Provided support documentations to the support teams

WebSphere/ Middleware Administrator   **February 2008 – December 2009**
Canadian Web Enablement
IBM Canada Ltd.,
Markham, Ontario
- Installed and configured WAS, websphere portal, ldap, network dispatcher, Apache, IHS
- Enabled apache, IHS, websphere and ldap to use SSL
- Renewed expired SSL certificates from verisign
- Implemented security policies using ldap, local OS etc.
- Implemented Horizontal and Vertical clustering of the websphere environment as well session failover
- Created websphere resources such as J2C, data sources, JDBC providers and JMS providers
- Assembled, Deployed and Updated enterprise application
- Troubleshoot numerous issues pertaining to enterprise applications such as installation, performance, connectivity to database, ldap and other components
- Analyzed logs such as application server, webserver, plugins etc.
- Collected JVM performance statistics, enabled garbage collection and used TPV to gather information about resources

- Applied fix packs to websphere, IHS, plugins and SDK components
- Performed migrations to newer versions
- Automated daily tasks such as application deployment, adding resources, applying refresh packs and fix packs etc.
- Submitted PMRs to IBM websphere support to get expert help
- Documented installation and steady state issues for future reference and to smooth out the support process

Middleware Administrator   **July 2007 – February 2008**
Shoppers Drug Mart (via IBM Canada)
North York, Ontario

Worked as a coordinator between the software vendor and the client to deploy a new POS system to retail chains across Canada and was a focal point of support for the system during roll out. My duties for this project can be categorized in two phases:

Phase 1 (Pilot):
- Worked hand-in-hand with the software vendor to determine the overall design using WebSphere Application Server. Configured JMS providers, configured J2C connectors and JDBC providers, configured SSL and implemented authentication through LDAP.
- Made constant recommendations on infrastructure and middleware set up during this phase.
- Isolated application failures and/or crashes and notified software vendor to correct the code.
- Created register images using IRES and reimaged the registers with the new image
- Applied fix packs to application as well as the infrastructure and coordinated their implementation to the client.
- Provided on call support during pilot phase.
- Attended daily status meetings with client senior management and provided status updates.

Phase 2 (Rollout):
- Implemented a multi store rollout process over a period of 6 months.
- Fine tuned and automated the rollout process
- Provided on call support during the roll out phase
- Trained a new team to take over application support

AIX/WAS/Middleware support   **October 2005 – July 2007**
IBM Canada Ltd.,
Markham, Ontario

As a member of development and testing team my duties were but not limited to handling customer issues regarding different technologies such as Infrastructure (AIX/Linux), WAS, Domino, and other IBM storage technologies.

AIX/Infrastructure:
- Worked on OS, ML and SP upgrades on AIX V5.2 and V5.3 servers
- Created users and groups for the app teams and was assigned user and group administration tasks such as setting up sudo access, rlogin, ftp etc.
- Administered user access levels and did user audits for managements reports
- Worked on projects regarding volume management to create volume groups, logical volumes, filesystems etc. and administer them
- Scheduled jobs for the app. teams and investigated if they failed.
- Troubleshoot network issues and transferred tickets to LAN team when required
- Fixed ACL and storage issues on local and GSA (global storage architecture) filesystems
- Ran diagnostic on hardware to determine the failing ones and took appropriate action
- Managed TSM backups and restores
- Automated daily tasks using shell scripting

WAS:
- Installed App server, deployment manager profiles and backed them up
- Installed IHS and web server pluggins
- Created clustered members for each cell for high availability
- Implemented session failover
- Deployed customer's apps on WAS V5.1 or V6.0 clustered environments
- Created data sources for database connectivity and set up J2C for authentication
- Mapped users and groups to administrative roles

- Investigated numerous problem reports by customers on issues such as database connectivity, authentication failures, mapping modules, failure for App to start, etc.
- Enabled SSL and updated certificates when required
- Automated routine tasks like installing applications, setting up SI buses etc.

Domino:
- Applied fix packs to domino servers running on different platforms
- Performed day to day maintenance tasks such as fixing and repairing corrupted notes databases, mailboxes etc.
- Scheduled tasks such as fixup, updall and compact on databases
- Managed ACL for customer databases

AIX Administrator   **September 2004 – September 2005**
North York General Hospital
Toronto, Ontario
- Configured and Installed AIX 5.2 on pSeries servers.
- Troubleshoot numerous severity level one issues assigned simultaneously
- Administered numerous AIX and Sun servers
- Provided remote systems administration

Problem Management: worked and resolved problem tickets involving filesystems, volume management, TCP/IP, system performance, user administration, applications (e.g. TSM), storage systems (i.e. SCSI, SSA, ESS-Shark, SAN). Diagnosed software and hardware malfunctions and worked with other team members and software development groups to identify and resolve issues

Change Management: implemented changes on production servers as required on a regular basis on issues such as; OS upgrade, patch installation, hardware microcode upgrade, disk replacement, system hardware component replacement (i.e. network adapters, disk controllers, SAN HBA's etc.). Added disk space to host systems from SAN.

System building: Installed OS and application (TSM, DB2, etc.), created volume groups, logical volumes, and filesystems,

Technical Support   **July 2003 – September 2004**
Client Logic
Toronto, Ontario
- Provided technical support for Wireless Data Products for T-Mobile customers
- Configured and installed data cards and mobile phones on laptops to be used as modem
- Daily troubleshooting of wireless network cards, GSM, GPRS and WAP connectivity associated with Wireless Data
- Supported Blackberries, Pocket PCs, HP Ipaq, Palm One treo and other PDA devices
- Configured web based, POP3, IMAP, and corporate emails on different devices.
- Provided solutions regarding synching the devices with different Windows OS and MAC OS via Bluetooth, infrared, USB and serial cable etc.
- Isolated network failures and device defects and provided solutions
- Provisioned features available to customers on T-mobile cellular company network including access to VPNs
- Processed upgrades or replacement of voice and data devices for customers

References Available Upon Request